

120 - Human Rights Commission

A002 Civil Rights Complaint Resolutions

The mission of the Human Rights Commission is to enforce Washington State laws against discrimination. The commission works to eliminate and prevent discrimination throughout the state in employment, real estate transactions, credit and insurance transactions, and in places of public accommodation based on race, creed, color, national origin, sex, sexual orientation, gender identity, marital status, familial status, disability, and honorably discharged veterans or military status. Administrative support provides the infrastructure to ensure that the core work of the agency can be done effectively and effectively. The five Human Rights Commission members, appointed by the Governor, review and make final determinations on all complaints investigated by the staff. The Commissioners also hear and vote on requests for appeals.

	FY 2010	FY 2011	Biennial Total
FTE's	39.2	40.1	39.7
GFS	\$2,559,000	\$2,589,000	\$5,148,000
Other	\$613,000	\$579,000	\$1,192,000
Total	\$3,172,000	\$3,168,000	\$6,340,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Improve workplace safety and fairness

Expected Results

Increase the percentage of cases resolved within 180 days of filing.

Number of Human Rights Commission cases closed through early resolution.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	55%		
	4th Qtr	54%		
2007-09	8th Qtr	89%	54.4%	(34.6)%
	4th Qtr	84%	53.7%	(30.3)%
2005-07	8th Qtr	45%	46.1%	1.1%
	4th Qtr	40%	55%	15%
Baseline was 42.4% of cases closed within 180 days of filing during FY2003-05. This activity will show statewide results in strengthening government's ability to achieve results.				

A003 Civil Rights Education and Outreach

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

The five Human Rights Commission members and staff work to prevent discrimination in employment, real estate, credit and insurance transactions, and in places of public accommodations through education, training, community forums, and respond to and help resolve controversial and sensitive human rights problems around the state.

	FY 2010	FY 2011	Biennial Total
FTE's	2.0	2.0	2.0
GFS	\$243,000	\$225,000	\$468,000
Other	\$55,000	\$52,000	\$107,000
Total	\$298,000	\$277,000	\$575,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Improve workplace safety and fairness

Expected Results

Increase the number of employees, businesses, housing providers, managers, realtors, insurance providers, and financial institutions on how to comply with the law.

Employers trained by the Human Rights Commission. (accumulative total)				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	1,250		
	4th Qtr	1,250		
2007-09	8th Qtr	920	579	(341)
	4th Qtr	440	1,217	777
2005-07	8th Qtr	800	818	18
	7th Qtr	700		
	6th Qtr	600		
	5th Qtr	500		
	4th Qtr	400	528	128
	3rd Qtr	350		
	2nd Qtr	200		
	1st Qtr	100		
Baseline is based on 1134 persons trained during FY2003-05. This activity will indicate statewide results in strengthening government's ability to achieve results.				

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Percentage of Customers who give high marks (4 or 5) on an "Overall Customer Satisfaction" question.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	67%		
	4th Qtr	66%		
2007-09	8th Qtr	90%	98.4%	8.4%
	4th Qtr	80%	65%	(15)%
2005-07	8th Qtr	50%		
	4th Qtr	40%	61%	21%

Grand Total

	FY 2010	FY 2011	Biennial Total
FTE's	41.2	42.1	41.7
GFS	\$2,802,000	\$2,814,000	\$5,616,000
Other	\$668,000	\$631,000	\$1,299,000
Total	\$3,470,000	\$3,445,000	\$6,915,000